

The State Hearing Process and You

Call toll-free 1-866-289-4714

or write to:

California Department of Social Services

State Hearing Office

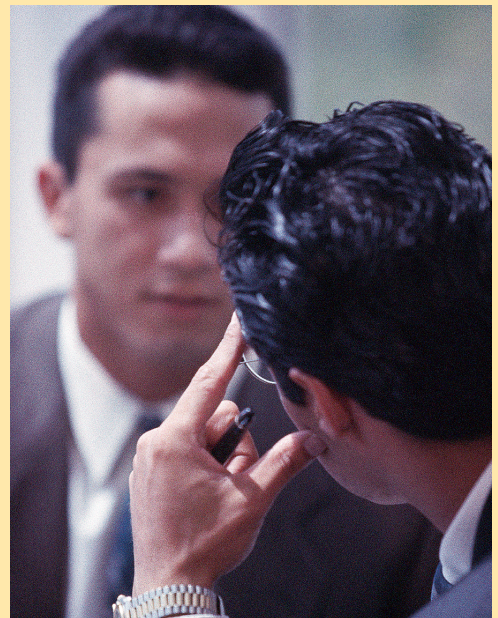
744 P Street, MS 19-98

Sacramento, CA 95814

Gray Davis, Governor
State of California

Grantland Johnson, Secretary
Health and Human Services Agency

Curtis L. Child, Director
California Department of Child Support Services



Your Right to a State Hearing

The State Hearing is a process where you can have your case reviewed by a judge. You have a right to a State Hearing if you have gone through the complaint resolution process and:

- The county has responded within 30 days and you are not satisfied with the response. You must request a State Hearing within **90 days** after you received the county's response to your complaint.
- Or, the county did **not** respond to you within 30 days after they received your complaint. You must request a State Hearing within 90 days after you filed your complaint with the county.

The State Hearing will be held in your county. You can call or write the State Hearing Office at the toll-free number and address on the back of this pamphlet.

How to Prepare for a State Hearing

The county Department of Child Support Services Ombudsperson can help you request a State Hearing and prepare needed documents. The following information would be helpful to prepare for your case:

- Write a statement of the facts of your case.
- Bring copies of any information and papers, such as statements and notices, that support your case.
- Prepare a list of witnesses and people who will speak on your behalf at the hearing, if any.

What Complaints Can Go to a State Hearing?

The following types of complaints can be heard at a State Hearing if you are not satisfied with the county's response to your complaint:

- Your application for child support services has been denied or has not been acted upon within the required timeframe.
- Your case has been acted upon and you believe the county acted illegally.
- Child support payments were not given to you or you received the wrong amount. Or, you don't agree with the past-due amount.
- The child support agency closed your child support case.

If needed, translation services and reasonable disability assistance are available to you free of charge.

Some issues **cannot** be heard at a State Hearing:

- court-ordered amounts of child support
- paternity
- child custody or visitation
- spousal support
- contempt matters
- civil rights issues

